



CITY OF HOUSTON

Job Posting

1	Applications accepted from:	ALL PERSONS INTERESTED
2	Job Classification	CUSTOMER SERVICE SUPERVISOR
3	Posting Number	PN# 106862
4	Department	Finance & Administration
5	Division	Regulatory Services
6	Section	Commercial Permitting and Enforcement
7	Reporting Location	611 Walker, 2nd Floor
8	Workdays & Hours	M - F, 8:00 a.m. – 5:00 p.m.*
		*Subject to change
9	<u>DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS</u> Supervises, coordinates, trains and evaluates job assignments of subordinate employees. Directs the research and analysis of customers’ problems and inquiries. Interprets department and division policies, the City of Houston Code of Ordinances and applicable state laws. Provides general information and customer assistance to enforce compliance with city ordinances and state statutes. Prepares financial spreadsheets related to revenue collected on customer accounts. Compile reports, prepare correspondence and oversee the maintenance of customer account files. Enters relevant information in computer data files. May be required to drive on city business.	
10	<u>WORKING CONDITIONS</u> The position is physically comfortable.	
11	<u>MINIMUM EDUCATIONAL REQUIREMENTS</u> Basic knowledge of grammar, spelling, punctuation and simple mathematical functions like percentages, ratios, etc. as might normally be acquired through attainment of a high school diploma or a GED.	
12	<u>MINIMUM EXPERIENCE REQUIREMENTS</u> Four (4) years of administrative or customer service related experience is required.	
13	<u>MINIMUM LICENSE REQUIREMENTS</u> Valid Driver’s License and compliance with the City of Houston’s policy on driving (AP 2-2).	
14	<u>PREFERENCES</u> Demonstrated experience providing customer services to applicants for occupational and vendor permits and licenses. Good verbal communication skills. Bookkeeping or payment processing activities a plus.	
15	<u>SELECTION/SKILLS TESTS REQUIRED</u> None	
16	<u>SAFETY IMPACT POSITION</u> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.	
17	<u>SALARY INFORMATION</u> Factors used in determining the salary offered include the candidate’s qualifications as well as the pay rates of other employees in this classification. The salary range is: <div>Salary Range - Pay Grade 18 \$1,042 - \$1,417 Biweekly \$27,092 - \$36,842 Annually</div>	
18	<u>OPENING DATE</u>	September 21, 2005
19	<u>CLOSING DATE</u>	October 4, 2005
20	<u>APPLICATION PROCEDURES</u> Original applications only are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker, 1 st Floor. Successful candidates will be notified of their application status. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided. If assistance is needed, our TDD phone number is (713) 837-9471.	
	An equal opportunity employer	